

Production Daily Health Report

Monday January 9th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
1/14	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	0	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
71	0	71	0

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

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47

Cases without Coverage due to Top Issues

0 P1 Incidents
2 P2 incidents
1345 P3 incidents
84 P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	RIW closing in error, benefit periods incorrect and overlapping (RIB-8392)	~10	RIW eligibility dates were not created properly	Resolved on 01-07-2017
2	01A SSN Discrepancy (RIB-11065)	~25	Updated SSN didn't go to MMIS	Resolved on 01-07-2017
3	L1B - Application Error - Unable to REI Case (RIB-10722)	1	Proceed through application and attempted to submit the application and the following error message occurs ,"3001: All programs are either terminated or denied.	Resolved on 01-07-2017
4	Unable to pass through issuance-details page (RIB-7047)	~10	There were multiple active records found in the tables, data fix ran to update tables with correct information, allowing worker to move pass issuance-details screen.	Resolved on 01-07-2017
5	Attendance should be generated using Enrollment hours not auth hours (RIB-10866)	1	The attendance record of a child should be generated considering how many hours a child is enrolled rather than generating it eligible hours.	Resolved on 01-07-2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 8th

Start of the Day

272

Scanned/Indexed



18,561

Processed



33,773

Completed



52,606

Total

Daily Net Change

-63

Scanned/Indexed



22

Processed



881

Completed



840

Total

End of the Day

209

Scanned/Indexed



18,583

Processed*



34,654

Completed**



53,446

Total***

* Processed applications have gone through the application registration process, but eligibility has not been run.

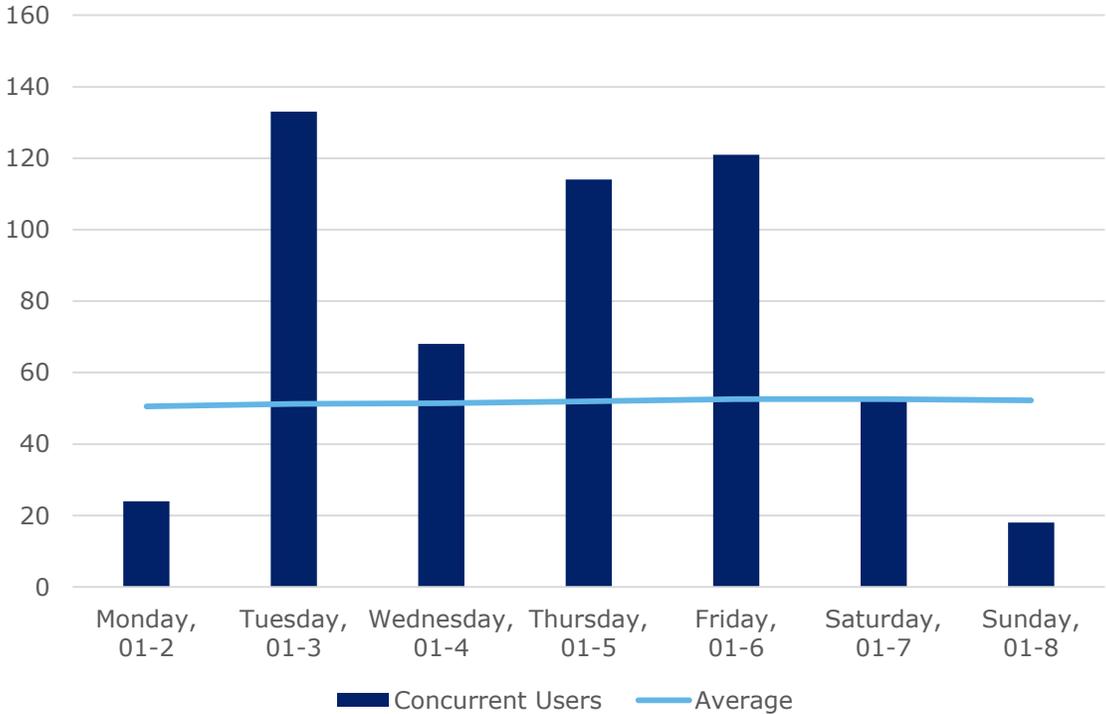
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

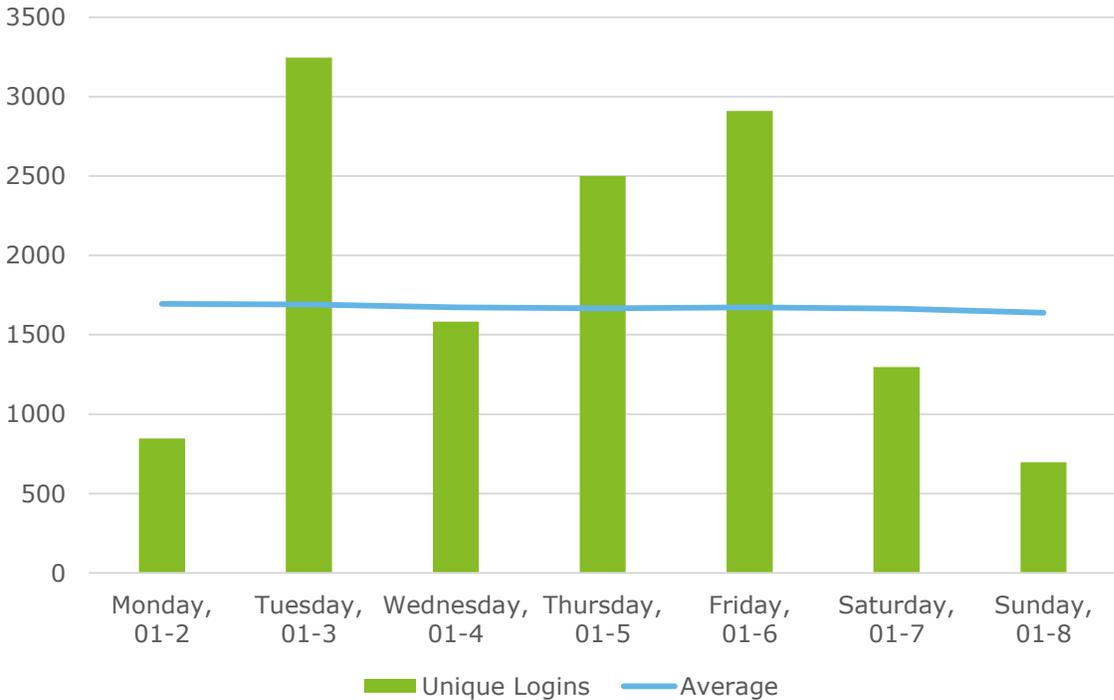
RIbridges Technical Metrics – Customer Portal

Monday January 9th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

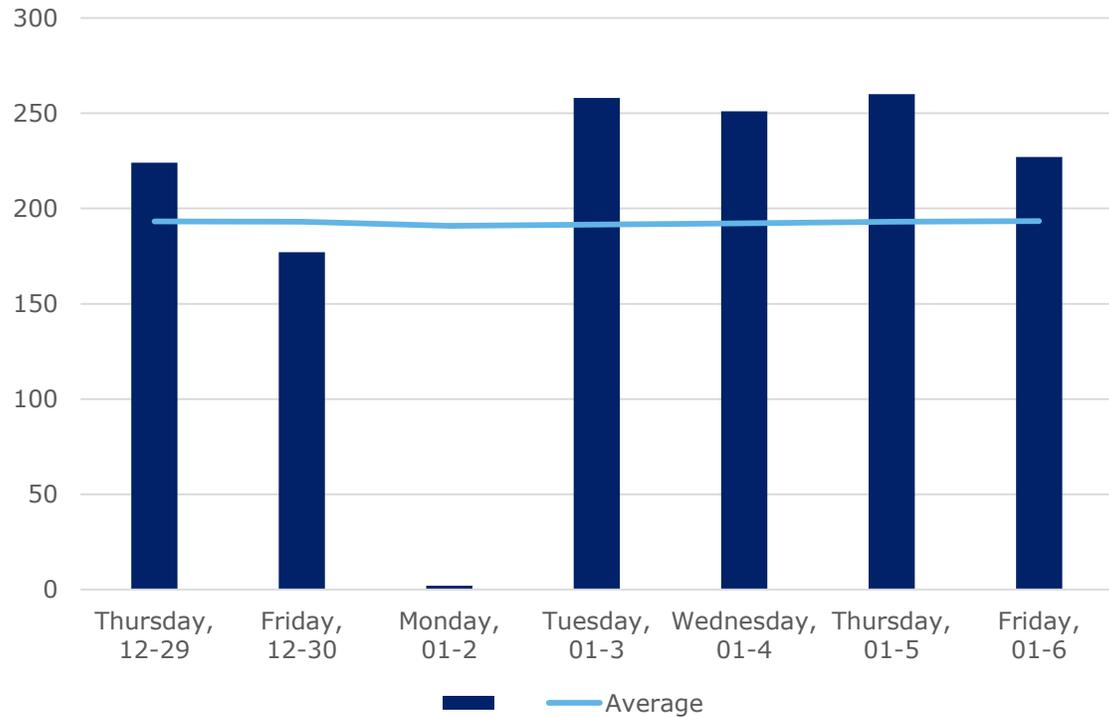


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

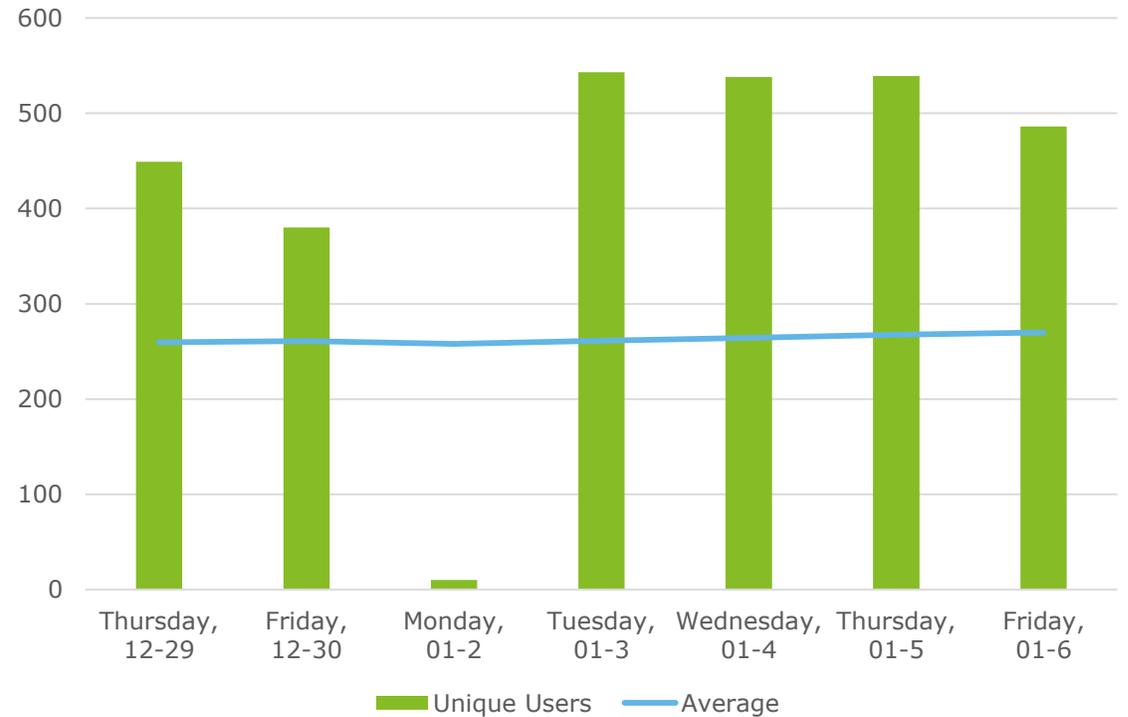
Monday January 9th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

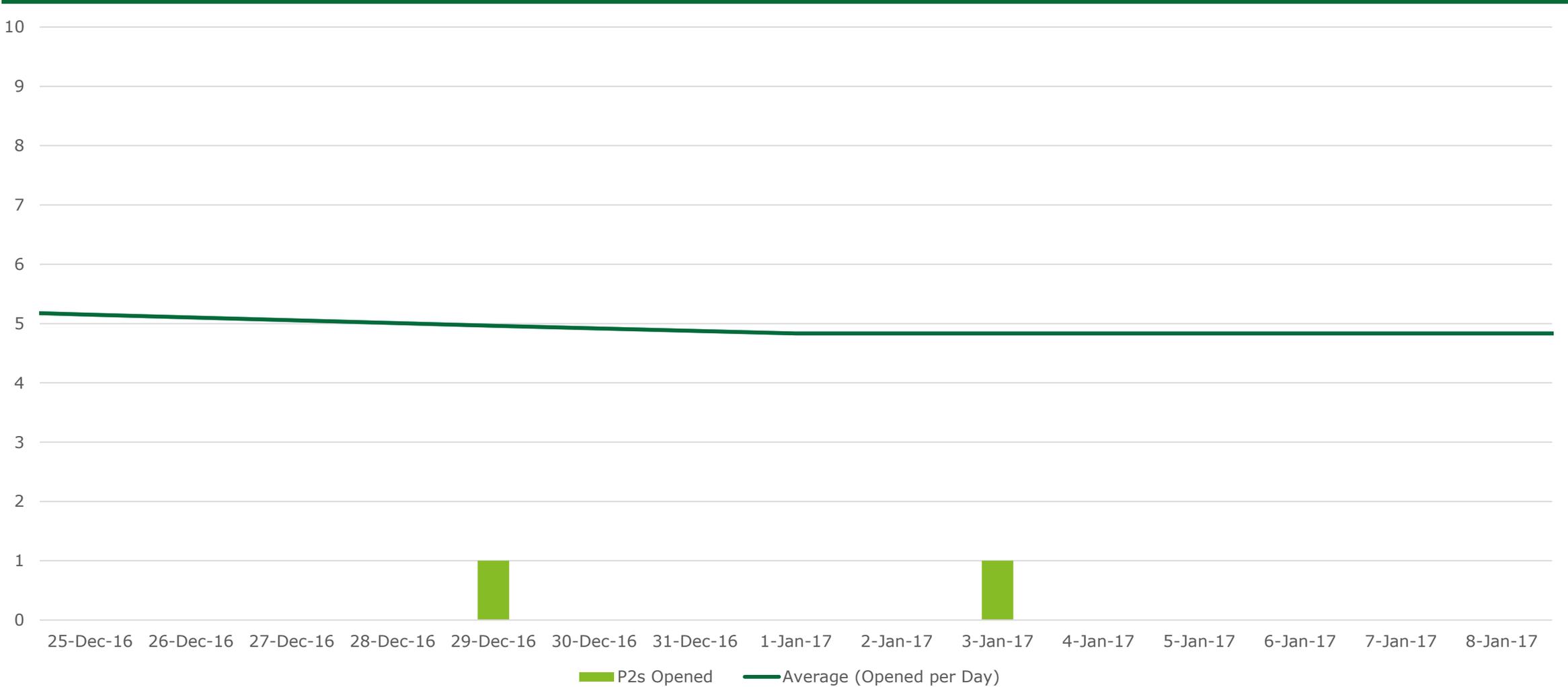


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report

Monday January 9th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Monday January 9th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Monday January 9th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

